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INTER-OFFICE CORRESPONDENCE

Richmond, Virginia

To: R. Ferguson **Date:** August 15, 1992

From: D. C. Watson

Subject: Customer Complaints - Operational Plans - 1993

Objective: Provide qualitative and quantitative analyses and product comparisons for Quality Assurance in support of evaluation of consumer complaints.

Status: Samples routinely received from QA are examined by nondestructive microscopic techniques and then subjected to appropriate analyses for comparison to controls. Results are reported to QA by memo.

Strategies: Returned goods and customer complaint samples that might relate to health issues are examined by established analytical procedures for comparisons to appropriate control cigarettes.

New and modified sampling and analysis technologies will be investigated to reduce sample turn-around and provide sensitive procedures for a broader range of compound types.

Tactics and Timetable: Purge and trap combined with inline gc/ms separation and identification of components will be compared to the present analyses protocols during quarter 1 and 2. If found to provide a more global type of data, especially of providing data that might relate to definition of intentional product adulteration, the existing protocol will be changed to reflect the new techniques.

Samples are received from QA on an on-going basis and will be analyzed as-received.

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